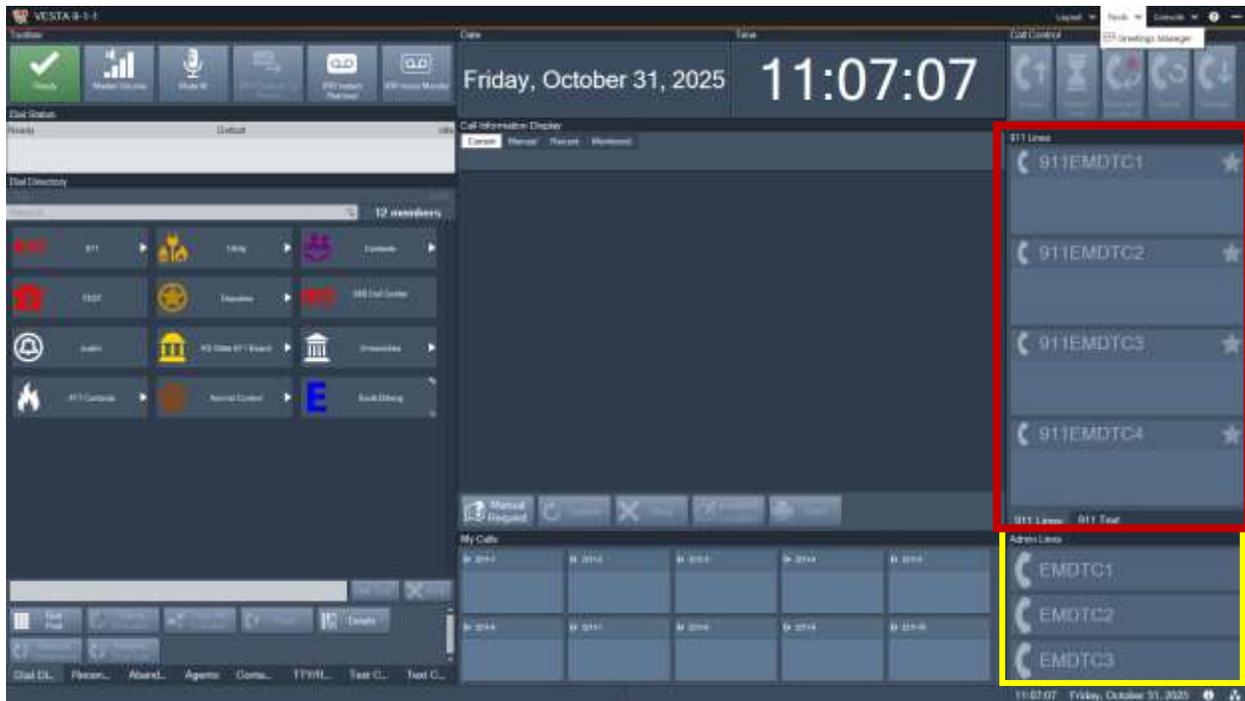


Name: Sherry Massey, Executive Director, State 911 Board
Committee: Kansas Senate Utilities Committee
Date: January 29, 2026
Senate Bill 379, Answer to Committee Question in Hearing

During the hearing today, Senator Warren asked how a telecommunicator could handle a second call that was coming in while they were providing instructions on an existing phone call.

The image below shows an example of the phone application from the Hosted Solution with the red box indicating the 911 lines and the yellow box indicating the administrative lines.



No matter what they are doing at the time, the telecommunicator is alerted to new calls and can determine their next appropriate action. When a call comes in, the appropriate line lights up and an audible alert sounds with different rings for different types of lines. If they are already on a call, they are then free to determine whether to stay on their original call or answer the new one. If they choose to stay on the original call, the new call will continue ringing until answered or until it rolls over to one of their partner PSAPs, which happens after a set period of time selected by the agency.

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